

G Cloud 15 – Framework Service Definition

Crown Commercial Service

January 30, 2026

Contact Information

For further information and discussions, please contact	
Name	Peter Gill
Designation	AVP and Head of UK Public Sector Sales
Address	Infosys Limited
Phone	+44 7391393866
Email	peter.gill@infosys.com

Confidential Information

This proposal is confidential to Infosys Limited ("Infosys") and Crown Commercial Services ("CCS"). This document contains information and data that Infosys considers confidential and proprietary ("Confidential Information").

Confidential Information includes, but is not limited to, the following:

- Corporate, employee and infrastructure information about Infosys
- Infosys' project management and quality processes
- Customer and project experiences provided to illustrate Infosys capability

Any disclosure of Confidential Information to or use of it by a third party (i.e., a party other than CCS), will be damaging to Infosys. Ownership of all Confidential Information, no matter in what media it resides, remains with Infosys.

Confidential Information in this document shall not be disclosed outside the buyer's proposal evaluators and shall not be duplicated, used, or disclosed – in whole or in part – for any purpose other than to evaluate this proposal without specific written permission of an authorised representative of Infosys.

Table of Contents

1. Service Overview 6

2. Service Description 8

3. Credentials..... 9

Index of Figures

Figure 1. Infosys IFS Practice Overview 7

Index of Tables

Table 1. Credentials 10

1. Service Overview

As organisations strive to stay competitive in an increasingly dynamic market, aligning with the right digital capabilities and enterprise solutions becomes essential. Infosys helps businesses transform into **Live Enterprises**, enabling them to deliver **exceptional experience** and **exponential business value** across their ecosystem, through continuous learning and contextualised innovation.

IFS (Industrial and Financial Systems) develop and deliver enterprise software for customers around the world who manufacture and distribute goods, maintain assets and manage service-focused operations. IFS offer applications that enable companies to respond quickly to market changes and use resources in a more agile way to achieve better business performance and competitive advantages. IFS's products are known for being user friendly, modular in their design and flexible enough to support the customers in their way of working according to their established processes.

Infosys has a Platinum partnership with IFS and a strong alliance with a vision to help customers, achieve high user satisfaction, maximise data integrity, maximise cost of ownership and achieve high performance. Infosys has collaborated with IFS globally in different verticals. IFS is increasingly recognized as a top-tier ERP/EAM platform for government, municipalities, defense, infrastructure, and utilities, due to its strength in managing assets, service operations, compliance, and mission-critical workflows.

Backed by a dedicated IFS Centre of Excellence and over 200 certified experts, Infosys brings more than a decade of experience and over 3,000 person-years of domain knowledge across sectors such as aerospace, energy, engineering, manufacturing, telecom, public sector and service industries. Our offerings include comprehensive strategy and consulting, robust implementation services and reliable maintenance support. Leveraging proven AMS and implementation frameworks, fast-track tools and accelerators, Infosys delivers packaged solutions integrated with Power Apps and BI tools, ensuring enhanced functionality and seamless upgrades. This approach enables clients to achieve operational excellence, faster time-to-value and continuous innovation through best-in-class IFS solutions.

Industry solutions – Targeted industry solutions in the areas of Oil and Gas, Port and Cargo, Hospitality, Maritime, Shipping and Telecom. Solutions showcase ways in which the IFS Application, combined with Infosys services, provide pre-built solutions for critical business requirements.

Joint GTM campaigns – Infosys and IFS Sales Teams are working closely on various tactical and strategic go-to-market activities. Infosys is making strategic investments to help IFS compete better and win in a highly competitive marketplace.

Infosys IFS Practice Overview

200 +
IFS Experts

10+ Yrs.
IFS Engagements

3000+
Person years of Industry & Domain Experience

Strategic Alliance

- Platinum partnership with IFS
- Dedicated 'IFS Center Of Excellence' that consists of a pool of IFS experts.
- IFS Certified consultants with rich industry experience and domain expertise.

Solution Offerings in IFS

- Wide range of consultancy, Upgrade, Implementation and AMS services in IFS application using both waterfall and Agile methodologies across all industry verticals.
- Integration capabilities to provide tailor made industry specific solutions

Accelerating Expertise

- Rich knowledge IFS of consultants skilled on IFS versions 7, 7.5, 8, 9, 10 & Cloud
- Zero distance approach IFS on Design Thinking concept of ground-up continuous innovation and client prospective thoughtful improvements.

Best-in-class Offerings

- Packaged Solution with Power Apps and Power BI with ready to use interface
- Integrated Chatbot functionality within IFS framework
- Standardized reusable tools like migration templates, TLS specific reports and Segregation of duties (SOD) templates

Key focus industry vertical groups for IFS Services

Aerospace & Defense

Energy, Utilities & Resources

Engineering, Construction & Infrastructure

Manufacturing

Service Industries

Telecom

Strategy and Consulting

Implementation Services

Maintenance Services

Key Clientele

tdc net

survitec

ROGERS

andel energy

SPX

PowerSecure

RENSA

Culligan Water

CUES

ESI OFFSHORE

Ferrellgas

Technip

sodexo

APM TERMINALS

Figure 1. Infosys IFS Practice Overview

2. Service Description

At Infosys, we have dedicated practice for IFS ERP applications providing Business Transformation Services, Upgrades and Support to various global clients. With a committed IFS CoE (Centre of Excellence) leveraging the Infosys Knowledge Platform Repository for multiple tools, business solutions, knowledge artefacts, reusable assets and frameworks, there is now a single point platform for all Internal IFS Trainings, IFS Certifications, knowledge and experience sharing among Infosys IFS community.

Infosys has a Platinum partnership with IFS. Infosys IFS+ service offerings, competencies and delivery collaboration include consulting and systems integration, implementations and upgrades, application maintenance and support and application development covering:

- Planning & Scheduling Optimisation
- Service Contract Management
- Service Request & Task Management
- Health & Safety Management
- Inventory Management
- Asset Registry & Tracking
- Work & Maintenance Management
- Procurement
- Analytics
- Warranty & Returns Management

Other Services: Independent validation (testing), technical architecture, infrastructure hosting, IFS assessment and compliance, year/qtr. end support, IFS trainings, CX maturity assessment etc.

3. Credentials

Please find below some of our credentials:

Company Profile	Scope of work	Highlights
Largest Ship Docking, Maintenance & Repair	Implementation	IFS Application Support for a large Oil & Gas enterprise – IFS ERP Maintenance and Support services for global servers. Preventive, Perfective, Adaptive and Corrective. Key IFS modules supported Foundation and Technology, Financials, SCM, Manufacturing, Projects, Maintenance, HR, Quality Management and Document Management. Support window 24 by 7.
Manufacturers of Reverse Vending Machine	Re-Implementation	Upgrade of IFS 8 version to IFS Cloud version E2E delivery ownership including Project Management, Training, Development and Segregation of Duties Recommendation on New features beneficial for TOMRA's Business processes Post Implementation Support for IFS Cloud Applications
Industrial Manufacturing Client – highly engineered infrastructure equipment and technologies	Upgrade, Implementation	Upgrade IFS ERP from on-premise version 8 to IFS Apps 10 on Cloud: 576 customisations upgraded, re-designed 6 interfaces to peripheral systems, reconfigured numerous scheduled and background jobs, reconfigured numerous custom triggers. Re implementation services to converge different Business Units under a single ERP system in IFS ERP V10 and replace legacy ERP solutions. End to end solution for Globally spread entities covering business processes for Finance, Manufacturing, Maintenance, SCM & Document management.
Manufacturer of Defence Protection Systems	Implementation	IFS ERP Implementation in phases with Finance, Projects, Supply chain, Document Management and Support functions replacing Legacy systems
Telecom, Network and Broadband Services provider in ANZ	Implementation Support	Replacement of Click with IFS FSM, PSO E2E delivery ownership including programme management, training, hosting and environment management
Global Oil & Gas – Offshore Drilling	AMS, Enhancements	IFS Application Support for a large Oil & Gas industry – IFS ERP Maintenance and Support services for global servers. Preventive, Perfective, Adaptive and Corrective. Key IFS modules

		supported Foundation and Technology, Financials, SCM, Manufacturing, Projects, Maintenance, HR, Quality Management and Document Management.
Defence Shipbuilding	Implementation	Global Shipbuilding industry manufacturing Maritime Defence vessels. The solution offered includes the IFS ERP Applications as the best fit solution encompassing the Ship Build and MRO functions, embracing the core business operations. Full enterprise suite of IFS ERP applications is chosen for maritime solution Implementation.
Shipbuilding	Assessment	ERP Assessment Study for a Global defence ship building industry into both commercial and defence vessel manufacturing. Scope of services included studying AS IS processes, Evaluate and Suggest ERP Solution and Product meeting current and future business needs.
Survival equipment for Marine, Defence and Aerospace	Implementation	IFS ERP implementation services to converge different versions of existing ERP solutions to IFS ERP V10 and replace legacy ERP solutions with IFS ERP. End to end solution for Globally spread entities covering business processes for Engineering, Manufacturing, Finance, SCM and Quality management.
Asset management service provider for a Utility and Telecommunications company	AMS, Enhancements	IFS ERP AMS engagement focusing on providing solution and services for CRIM developments and solution enhancement requests as per business needs.

Table 1. Credentials

For more information, contact askus@infosys.com



© 2026 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

[Infosys.com](https://www.infosys.com) | NYSE: INFY

Stay Connected   